



Supervisor, Clinic Support - Medicine Services - 1 position	Posting #: 56816
Medicine Services	Posting Date: June 23, 2026
St. Joseph's Hospital - London, ON	Submission Deadline: June 29, 2026
Full Time	Michelle Robertson, Human Resources
Non-Union	Salary Range: \$42.13 - \$49.58 /hour

The Clinic Support Specialist provides expertise and support to clinical and clerical teams to facilitate delivery of care to patients, clients, and families and supports day-to-day activities & operations within medicine services programs. The incumbent is responsible for providing continuous improvement for clinic process flows, utilization of resources, and scheduling as well as providing training, guidance, and development opportunities to staff.

Essential Qualifications

- Bachelor's Degree in Business Administration or a related field
- 5 years of experience in a clinical or medical office setting
- Expertise in customer service and client relations
- Experience dealing with conflict in workplace and ability to diffuse confrontational situations or to re-direct inquires to appropriate resources to ensure resolution of issue
- Excellent interpersonal, organizational, and written and oral communication skills
- Excellent project management, problem solving, and prioritization skills
- Ability to write standards of work and flow chart work processes, establish work priorities, and ensure deadlines are met
- Ability to support and develop diverse teams
- Knowledge of Microsoft Office productivity suite, enterprise and subject matter software, and technology devices
- Experience with Electronic Medical Record (EMR) and technology interfaces
- Knowledge of health care and organizational/office practices, procedures, and standards
- Demonstrated ability to work under pressure in a fast-paced environment
- Demonstrated ability to offer and receive constructive feedback with fellow team members
- Demonstrated self-awareness and an understanding of personal strengths and weaknesses in pursuit of continuous improvement
- Undertakes personal accountability and shows initiative
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the OHSA
- Ability and commitment to act as a supervisor under OHSA

Preferred Qualifications

- Proficiency in French would be an asset

Teaching and Research

- St Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading research and teaching hospital. As an employee of St Joseph's, you will be expected to engage in role related teaching and research activities in addition to any of your clinical duties

Immunization Requirements

- Provide vaccination records or proof of immunity against measles, mumps rubella, varicella (chicken pox), Hepatitis B,

COVID-19 and influenza.

- Provide documentation of the Tuberculosis skin testing

Your interest in this opportunity is appreciated.

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.
Only those under consideration will be contacted.*